33rd Meeting of Senior Officials from Centres of Government

VISION, LEADERSHIP, INNOVATION:
Driving Public Policy Performance

Vienna, 8-10 October 2014

Agenda
VISION, LEADERSHIP, INNOVATION: DRIVING PUBLIC POLICY PERFORMANCE

Meeting of Senior Officials from Centres of Government (CoG)
Vienna, 8-10 October 2014

AGENDA

WEDNESDAY, 8 OCTOBER 2014

19:30 Pre-meeting get-together drinks at the Palais Epstein, Bel Etage, Dr. Karl Renner Ring 3, 1010 Wien

THURSDAY, 9 OCTOBER 2014

Chair of the meeting: Dr. Manfred Matzka, Director General, Federal Chancellery of Austria

10:00-13:00 SESSION 1. VISION
Today's challenges – political instability and military flashpoints, continued economic vulnerability, concern over long-term trends in climate and energy – are focusing attention on the strategic role of the State. The perception that governments had been caught off guard by the economic crisis contributed to a loss of trust in government that is still very evident. The need to fire-fight multiple crises should not distract from the importance of long-term strategic thinking. Indeed, a sound response to today's crises rests on a coherent vision for tomorrow. The Centre of Government is the natural place for such a strategic vision to be developed, yet the 2013 CoG survey suggested that relatively few countries have a systematic approach to developing and using strategic insights for policy. And where they exist, how are they linked to policy choices. Does this mean more effort in foresight and horizon scanning? Or is perhaps a new approach needed, made possible by new technologies, whereby the vision is more citizen driven?

13:00-14:30 Lunch
14:30-18:00  **SESSION 2. LEADERSHIP**

Policy challenges seem increasingly interlinked and complex, requiring cross-government horizontal responses that involve multiple actors both within and beyond government and that depend on negotiation and compromise. The Centre of Government often plays a key role in leading or facilitating the most high-profile of these initiatives, including communicating progress and achievements in an effective way to the general public. This suggests a pro-active role for the Centre that involves very diverse tasks, ranging from mobilising internal resources and participation to informing and interacting with citizens. This session will look at countries’ experiences with co-ordinating priority policy initiatives both within government and more broadly and the adjustments required in terms of skills and capacities at the Centre.

19:30  **Official dinner and concert**

Kongresssaal at the Federal Chancellery, 1010 Vienna, Ballhausplatz 2

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**FRIDAY, 10 OCTOBER 2014**

9:30-13:00  **SESSION 3. INNOVATION**

In many countries, the Centre is seen as a locus for experimentation, developing and testing new models and technologies that, if successful, can be mainstreamed across the public administration to improve productivity, service quality and return on investment. Much of that creativity is currently focused on technology-based systems to make services more responsive to real demand – getting feedback on user satisfaction, organising platforms for citizen-led service design and delivery, etc. Countries are also looking at harnessing "big data" and using technology to generate behavioural insights for better policy design. This session will explore emerging priorities, good practices and new experiments introduced by Centres of Government in the area of more citizen-driven digital government.

13:00-14:00  **Conclusions by the Chair**

Lunch